



IMPORTANT SAFETY RECALL

July 2021

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 – 2022 Buick Encore GX and 2021 – 2022 Chevrolet Trailblazer vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall A212335470.
- Replacement emergency jacks are not yet available.
- **If a need arises requiring the use of the emergency jack, do not use the original jack until the final remedy is completed.** Instead, GM recommends owners contact the Chevrolet Roadside Assistance Center at 1-800-243-8872 or the Buick Roadside Assistance Center at 1-800-252-1112.

Why is your vehicle being recalled?

These vehicles are equipped with an emergency jack that, if not positioned as directed in the vehicle owner's manual, could fracture and fail to support the vehicle. If the jack fractures while under load, the vehicle could collapse, potentially injuring people near or under the vehicle.

What will we do?

Your GM dealer will replace the recalled jack with a jack with a different design. **Replacement jacks are not currently available. When they become available, you will be notified by mail to return to your dealer to receive your replacement jack.** If your vehicle recently had the emergency jack removed prior to delivery or during other service, you will receive another letter to provide a replacement jack under a Customer Satisfaction campaign once parts are available.

What should you do?

If the original equipment emergency jack is currently in your vehicle, **do NOT use it.** **If a need arises requiring the use of the emergency jack, do not use the original jack until the final remedy is completed.** Instead, GM recommends owners contact the Chevrolet Roadside Assistance Center at 1-800-243-8872 or the Buick Roadside Assistance Center at 1-800-252-1112.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V440.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina Carto
Vice President
Global Vehicle Safety and Systems

GM Recall A212335470